

Process Coordinator (WSS)

JOB SUMMARY:

To **support Operations' work force schedule management** by performing administrative functions, such as **plotting Company-initiated activities, encoding forecast data, and handles incoming associate calls for schedule requests**, in the e-Work Force Management System (eWFM)

MAJOR RESPONSIBILITIES

1. Functional Support

Data

Plots pre-planned off phone activities in the EWFM system for both **domestic and offshore sites**, including **team meetings**, and **trainings**, to make these information schedules available to the scheduling and Operations teams

Processes **past** and **future-dated schedule adjustment** requests received through the work force mailbox to aid Operations' intra-day staffing management

Encodes **forecast data** in the EWFM systems

Voice

Handles incoming calls from associates who need schedule request assistance, such as but not limited to **Paid Time Off (PTO), Flex, Extra, VTO**

Ensures accuracy of data entered by associates and **plots associate call-outs in e-Work Force Management (eWFM) system** to aid Operations' intra-day staffing management

Administers **corrections on associates' schedules** based on Fair Labor Standards Act (FLSA) exception report by regularly checking incoming FLSA schedule correction request from various sources through the work force mailbox

2. Across both roles:

Audit and control. Processes requests aligned with Workforce Management Standard Operating Procedures and compliant with the FLSA, unless otherwise instructed by duly authorized parties

Report generation. Utilizes appropriate reference files in accessing information; Maintain and monitors department-wide reports, including real time canvass and staffing requirements; Adheres to turn around time of report outputs in servicing agreements

Escalation of schedule adjustments. Communicates exceptions and/or recommends schedule adjustments to scheduling team

Skills Required:

Solid functional understanding of call center business processes, with in-depth knowledge of Amazon Connect, Teleopti, and Google Products

Strong interpersonal skills to address requirements of internal customers

Ability to organize information and manage schedule adjustments

Ability to innovate/identify opportunity areas for process improvement

1. Work in current LOB

I am currently in Disputes representments, under FDO. Our main task is filing and handling dispute cases by reviewing merchant and cardholder documents and deciding if the case should be escalated based on Mastercard or Visa dispute guidelines.

We review the merchant's response from our initial dispute claim or first chargeback. We follow how to task that was outlined from Visa and Mastercard dispute guidelines, and then based on the documentation we received, we will decide if the merchant response is valid or not. Now, depending on the information received, the case decision varies. If the merchant response is valid, we will ask the customer for additional informational. If the customer responded, we would review their responses and of course with the guidance of the how to tasks, we can decide if the dispute claim can still be pursued further.

While on the other hand, if the merchant response is invalid, we can file a second chargeback without asking additional information from the customer.

2. Critical Incidents

3. Awards

I am a ROAR Awardee on Q4 of 2020

I was also nominated in FDO Prestige on Q4 of 2021

4. Why WSS

After learning from the Internal Job Posting and from the Email comms that there was room for promotion, I was motivated to apply for the role since I believe I have all the qualifications listed. Having worked for this company for almost 3 years now, I have experienced taking in inbound and performing outbound calls and doing case work. I believe that I would be of great value here in workforce since I will be able to perform tasks from a different point of view. Also, I would like to say that working in this role to provide support for the people I worked with would ensure maximum cooperation since

I already understand their grounds and the challenges they go through daily. I hope that I will be given a chance to prove myself in contributing excellent value for this role.

5. What is WSS

The WSS

Sr. Coordinator, AML Fraud

Summary:

The Anti-Money Laundering (AML) Fraud Sr. Coordinator will support various AML processes, which include following Investigation Standards, review of suspicious activities, determining if the suspicious activity meets the threshold for Suspicious Activity Reports (SARs), identify movement of funds or additional fraudulent activity, determining if alerts must be promoted to a case, and reviewing cases. The AML Fraud Sr. Coordinator will work closely with management to ensure critical functions are fulfilled timely and accurately, and consistent with standards of quality.

General Responsibilities:

Review Investigative Alerts and Cases to assess the presence of fraudulent activity that may require reporting based on Bank Secrecy Act (BSA)/AML requirements, conduct research using financial systems, and document detailed results in written format for alerts and cases.

Execute a variety of tasks in support of the conduct of investigations

Escalate issues as appropriate for advanced investigation and analysis

Build and maintain awareness of the broader context and implications of the various types of risk affecting the business (e.g., financial, legal, reputation, etc.)

Assess and handle sensitive data and investigations consistent with standard guidelines

Exhibits flexibility and responds quickly to meet changing business needs including other job-related duties that may be assigned from time to time

Basic Qualifications:

Two (2) years college level education or equivalent work experience

Minimum of 2 years experience in an Anti-Money Laundering capacity or fraud investigations in the BPO industry

Proficient in Microsoft Office and Google Suite

Proficient in written communication skills

Strong attention to detail and with good judgment

Preferred Qualifications:

Bachelor's Degree related to the field of Audit, Accounting, Compliance or Risk

More than 3 years experience in an Anti-Money Laundering capacity or Fraud Investigations

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4. Why AML

After learning from the Internal Job Posting and from the Email comms that there was room for promotion, I was motivated to apply for the role since I believe that I am qualified for this post. Having worked with COPSSC for almost 3 years, I believe that I would be of value in AML team since I will be able to perform tasks from a different point of view.

Also, I believe it is safe to say that working in this role together with some people I was working with and those who share the same positive objective, would ensure maximum cooperation since I already have an idea of their grounds and the challenges they go through daily. I hope that I will be given a chance to prove myself in contributing excellent value for this role.

5. What is AML

The Anti Money Laundering

STAR

Conflict or challenge faced at work.

S – There was a time during case work. One of my teammates had a process related question (Teammate A). He encountered a reject on the first chargeback filed on the case. Requesting Merchant Information Rejects are very notorious in our process on getting a lot of updates since this is still new to the queue.

T – We usually utilize our group chat for situations like this, like if we have a quick clarification. The question was also not specifically for one person only, so that everyone can share their knowledge. Before I could provide my response, one of my other teammates already answered the question (Teammate B), stating that he should pend the case for now. I noticed that the answer given by teammate B is not wrong, but just outdated. Since this is our previous practice for this kind of reject.

A – I respectfully chimed in on the conversation and sent the Handle Empath Dispute Reject task. I pointed out that the most recent update was last June 2022. I stated that since the case was rejected due to a duplicate fraud case that was in requesting merchant information status. Per task, we should decision it as refer to fraud and then close the case.

R – We discussed for a brief period. After a few minutes, both of my teammates are now aware of the most recent update for this specific situation. Teammate B thanked me for providing the task to support my answer. While teammate A also thanked me since if the case was incorrectly disposed as Pend. It may be cited as incorrect case handling and have a possibility of resulting to a loss.

S – Now in representments, we use a uniform simplified tracker via GForm. However, that was not the situation before. When we were just starting to transition from Chordiant to Empath, our way of tracking our worked cases varies. Some use GForm or MS excel, it depends on the team.

T – On my previous team, we were using an excel file as the case tracker. My manager asked if any of us are willing to oversee the case tracker. One of my teammates and I volunteered to do it. Aside from reminding my team mates to track their cases real time, it is also my task to make sure the data entered to the file is accurate.

A – During my shift, while tracking my cases real time, I am also monitoring the file for any inconsistencies or any mismatch with the data. I have noticed that one of my teammates accidentally inserted the wrong information. The column is for case number and the cell contained account ID. It is possible that its just an honest mistake, so I respectfully told my

teammate regarding the issue. He then, corrected it immediately. I saw the opportunity on our way of tracking the cases and gave feedback to my manager. I also asked my partner to if it is possible for us to find an easier and more convenient way of tracking.

R – Even though the change is not instant, the way of tracking cases gradually became better. It was implemented for all teams in representments to use a single tracker to have uniformity, using google form. It was optimized over time to have less radio buttons in it, as of now tracking the worked cases is very easy and simple. And I believe it is safe to say that our feedback and suggestion was one of the factors that made the change possible.

Challenges in current work

Not calibrated

System limitation

Talk about PROJECT HERMES